

From: George Morino/=TMS/Toyota.

Sent:1/8/2008 4:40 PM.

To: [ - ] Richard\_Jung@toyota.com.

Cc: [ - ] Wayne\_Hutchinson@toyota.com.

Bcc: [ - ] .

Subject: Fw: 7LB & 70F Floor Mats.

Richard:

Can you verify?

George Morino  
National Manager  
Quality Compliance Department  
Product Quality and Service Support  
Toyota Motor Sales, U.S.A., Inc.  
Tel. 310-468-3392  
Fax 310-468-3399

NOTICE: This email message and all attachments transmitted with it are intended solely for the use of the addressee and may contain legally privileged and confidential information. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, copying, or other use of this message or its attachments is strictly prohibited.

If you have received this message in error, please notify the sender immediately by email reply and please delete this message from your computer. Thank you.

----- Forwarded by George Morino/TMS/Toyota on 01/08/2008 04:39 PM -----

Dao Q Nguyen/TMCC/Toyota  
01/08/2008 11:19 AM  
To George Morino/TMS/Toyota@Toyota  
cc Michael DiFiore/TMS/Toyota@Toyota  
Subject 7LB & 70F Floor Mats

Hi George.

Happy New Year to you! Hope you had a great holiday and time off.

I have a question for you. I remember back in our SSC meeting, you stated that the claims for the floor mat reimbursement were going to be on 100% Part Recovery. Is that still the case?

Thanks!

Dao Q. Nguyen  
Warranty Processing Supervisor  
Toyota Customer Services - Dealer Operations  
Toyota Motor Sales, USA  
Ph: 310-468-9164  
Fax:310-381-6618